

Citizen Service Liaison

Pay Grade: 83

Range: \$25,584.00 – \$43,180.80

To provide front-line citizen service in person and/or by telephone; greeting and referring citizens to appropriate office or staff. Incumbent operates a multi-line telephone system to receive and route calls. This involves recording telephone messages, screening calls as directed, asking questions to determine citizen's needs, and directing visitors to appropriate staff or department. Incumbent may perform basic office support functions such as keyboarding, filing, and record keeping, but this is not considered the primary function of the position.

The incumbent may deal with hostile or angry individuals. Under general supervision, serves as the receptionist for the Commissioners' Office and Administration. Determines nature of business and assists when possible or refers to appropriate staff person, department or agency. Opens and directs mail. Assists with Board Meetings as necessary. Represents organization in a professional manner, interprets and answers general policy questions using professional judgment. Keeps supervisor informed of discussions and other valuable information conveyed in a timely fashion. Maintains good rapport within the organization, with other agencies, citizens, vendors and others doing business with the County by being courteous, cooperative, and conscientious. Greets office visitors and answers phone calls promptly; responds to routine questions, requests or needs. Communicates accurate information, or refers customers to appropriate personnel in a courteous, professional and timely manner. Acts to promote the interests of the organization, developing and monitoring responses to issues as delegated. Serves as a liaison between the organization and parties such as the general public and outside representatives. Clearly communicates the organizations views on major policies or current issues to individuals and entities both within and outside the organization. Uses sound judgment to respond appropriately to internal and external contacts. Compiles and effectively presents factual information on the organization's programs, services and functions to internal and external contacts. Screens and distributes incoming mail in a timely manner. Prepares and distributes outgoing documents, faxes, e-mail and other communication/materials according to procedures; reviews materials for accuracy, appearance and completeness prior to distribution as necessary.

Incumbents will spend approximately 85% of their time greeting visitors and answering the telephone. Typically, office support tasks will comprise less than 15% of total work time. At this level, incumbents must possess good knowledge of department programs and County services in order to provide and obtain accurate information, explain and apply rules, policies, and procedures, and refer people to the appropriate department or staff. A high degree of confidentiality is often involved in performing work with the public. Requires independent application of knowledge to screen for services and assist individuals. This position requires knowledge and judgment to answer more complicated requests where there are no clear procedural responses. Decisions made have a high consequence of error. A high degree of human relation skills are required to persuade or influence others' behavior

Experience: answering a business telephone using knowledge of business telephone procedures and etiquette; greeting individuals and providing information, in person or by telephone, in a business setting. Experience independently handling complaints and upset individuals in a business setting.